



User Feedback Program Data Evaluation

Frank Loehmann
Sun Microsystems



General Information

- Huge Number of Reports
 - > More than 4 Millions OOo 3.1.x reports
 - > Including nearly 1 Billion events
 - > Approx 100 GB of Data for OOo 3.1.x
- Meta Information
 - > Application
 - > Version
 - > Language
 - > Platform

What is Tracked?

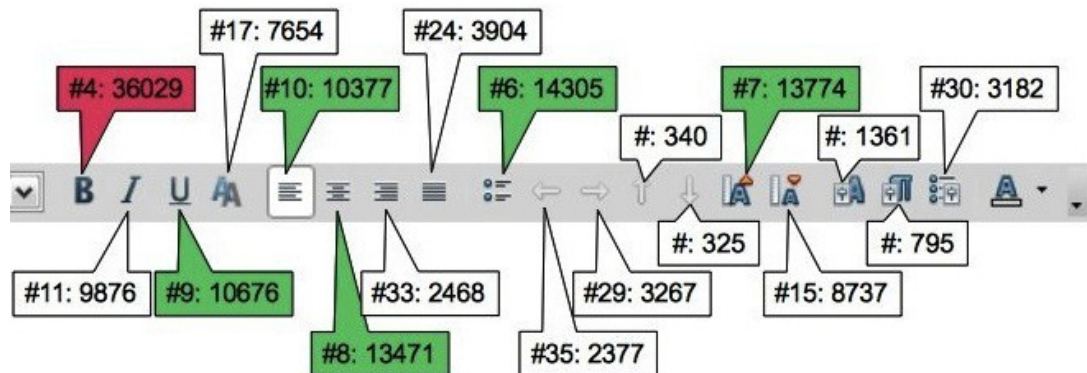
- Usage of
 - > Accelerators (Shortcuts)
 - > Toolbars (i.e Buttons / Icons)
 - > Menu items (Main and Context Menu)
 - > Dialogs (i.e. Print / Find)

What Reports are Available?

- Distribution of Called Events
 - > By application
 - > Product & version
- A List of Not Called Events
- Some Previous/Next Event Analysis
 - > i.e. what did users do before they call 'Undo'?
 - > Or what will they do after printing the document?

Where Can I Find the Data?

- Go to the User Feedback Program Homepage
 - > http://wiki.services.openoffice.org/wiki/Tracking_results
- Spreadsheet With Feedback Data for
 - > All aplikations and
 - > Impress feedback data with additional reports
- Data Visualization
 - > http://wiki.services.openoffice.org/wiki/Tracking_results



How to Find an UI Element?

- Search the User Feedback Data for
 - > The UI Name (i.e. Tip Help or Dialog Name)
 - > Or track the UI controls in your OOo, call the tracked data through "Tools - Options... - OpenOffice.org - Improvement Program" and see for yourself what has been recorded.
- And Vice Versa if You do not Know Where to Find an Element in the UI
 - > Search the OOo source code via [OpenGrok](#) for that name.

What Does the Data Tell Us?

- What Does the Feedback Data Tell Us?
 - > What the **average** user
 - really does in the UI.
 - did before and will do after calling an event.
 - > What “nobody” does.
- What Can't be Answered From that Data?
 - > How a better UI should look like.
 - > How changes to the current UI will affect future usage.

Sample Reports for Impress

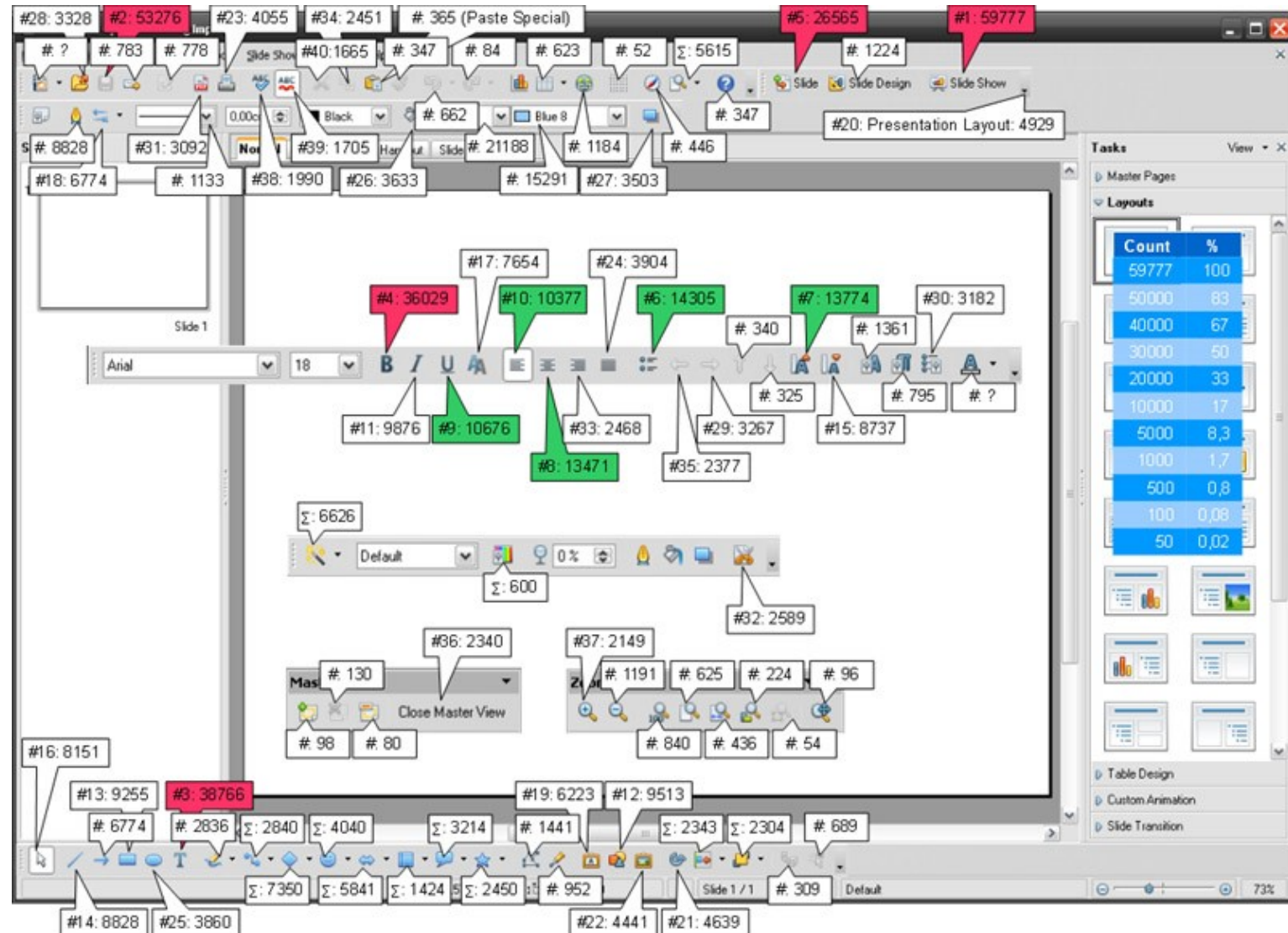
- Top Menu, Shortcut (Top10)

Menu Entry	COUNT	Shortcut	COUNT
Presentation	73434	Delete	612491
InsertGraphic	38184	TransformDialog	533295
SaveAs	27521	EnterGroup	110675
InsertPage	23331	Paste	86523
Undo	17956	Presentation	83270
Print	14539	Undo	61245
Save	13570	Copy	52000
Paste	9734	ToggleObjectBezierMode	29199
Copy	7717	Save	20918

- Toolbar Usage (Sorted Alphabetically)

Toolbar Type	Button	COUNT
SfxToolBoxControl	AbsoluteRecord	3
GenericToolbarController	ActiveHelp	2
GenericToolbarController	AddField	2
GenericToolbarController	Adjust	2
GenericToolbarController	AlignBlock	1
GenericToolbarController	AlignCenter	1169
GenericToolbarController	AlignDown	169
GenericToolbarController	AlignHorizontalCenter	38
GenericToolbarController	AlignLeft	16

Click-Map of Impress



Issues

- Not Each an Everything is Tracked.
- Event Names Partly in German.
- Own Prev/Next Analysis Could Not be Done from Outside Sun.

Project Links

- Renaissance Project Home
- Our Blog
- Project Data
 - > Survey Results
 - > User Feedback Program results & visualization
 - > Prototypes
- Contact
 - > Project mailing list: ui@ux.openoffice.org
 - > Weekly meeting
 - > [#ux.openoffice.org](https://irc.freenode.net/#ux.openoffice.org) on irc.freenode.net



Thank you!

Frank Loehmann
frank.loehmann@sun.com